

<p>Making a Complaint</p> <ol style="list-style-type: none"> 1. Decide what your complaint is. 2. Decide whom to complain to. 3. Tell that person your complaint. 4. Tell that person what you would like done about the problem. 5. Ask how he/she feels about what you've said. 	<p>Understanding the Feeling of Others</p> <ol style="list-style-type: none"> 1. Watch the other person. 2. Listen to what the other person is saying. 3. Figure out what the person might be feeling. 4. Think about ways to show you understand what he/she is feeling. 5. Decide on the best way to do it.
<p>Getting Ready for a Difficult Conversation</p> <ol style="list-style-type: none"> 1. Think how you will feel during the conversation. 2. Think about how the other person will feel. 3. Think about different ways you could say what you want to say. 4. Think about what the other person might say back to you. 5. Think about any other things that might happen during the conversation. 6. Choose the best approach you think of and try it. 	<p>Dealing With Someone Else's Anger</p> <ol style="list-style-type: none"> 1. Listen to the person who is angry. 2. Try to understand what the angry person is saying and feeling 3. Decide if you can say or do something to deal with the situation. 4. If you can, deal with the other person's anger.
<p>Keeping Out of Fights</p> <ol style="list-style-type: none"> 1. Stop and think about why you want to fight. 2. Decide what you want to happen in the long run. 3. Think about other ways to handle the situation besides fighting. 4. Decide on the best way to handle the situation and do it. 	<p>Helping Others</p> <ol style="list-style-type: none"> 1. Decide if the other person might need and want your help. 2. Think of the ways you could be helpful. 3. Ask the other person if he/she needs your help. 4. Help the other person.
<p>Dealing With an Accusation</p> <ol style="list-style-type: none"> 1. Think about what the other person has accused you of. 2. Think about why the person might have accused you. 3. Think about ways to answer the person's accusations. 4. Choose the best way and do it. 	<p>Dealing With Group Pressure</p> <ol style="list-style-type: none"> 1. Think about what the group wants you to do and why. 2. Decide what you want to do. 3. Decide how to tell the group what you want to do. 4. Tell the group what you have decided.